

Birch Communications of the Southeast
Checksheet

Kentucky P.S.C. No. 1
Local Exchange Tariff

21st Revised Check Sheet No. 1
Cancels 20th Revised Check Sheet No. 1

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**Birch Communications
Checksheet**

Kentucky P.S.C. No. 1
Local Exchange Tariff
3rd Revised Sheet No. 1.1
Cancels 2nd Revised Check Sheet No. 1.1

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4. SERVICES (continued)

4.2. General Exchange Services (continued)

4.2.1. Birch Basic Business Line and Trunk (5)

B. Feature List

Any of the following calling features may be added to the Birch Basic Business Line.
The following rates apply only when these calling features are added to the Birch Basic Business Line.

(M)

See Footnotes on Sheet No. 71.1

(M) Content moved to Section 4.2.16 of this tariff.

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
2300 Main St. Suite 600
Kansas City, MO 64108

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(M)

4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.7 BirchNet Value Line: (continued)

D. BirchNet Value Line - Feature List (4) (5)

Any of the following calling features may be added to the BirchNet Value Line.
The following rates apply only when these calling features are added to the BirchNet Value Line.

Usage Sensitive Features (USF) such as Auto Redial, Call Return or Three Way Calling may be used on a casual basis as an optional feature. Customers may subscribe to these features to obtain unlimited use of the feature. Calling Number Delivery Blocking is no charge.

E. Footnotes for BirchNet Value Line:

(1) BirchNet Value Line is available to business customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula:
 $\$100 \times \text{Months Remaining (Per Location)}$

The termination fee will apply per location on the original contract or any subsequent renewal of the contract.

(M) Content moved to Section 4.2.16 of this tariff.

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
2300 Main St. Suite 600
Kansas City, MO 64108



4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.8 BirchNet Basic Line (continued)

B. Rates and Charges (continued)

3. Birch Long Distance Rates for BirchNet Basic Line:

| <u>Birch Long Distance</u> | <u>Rate per minute</u> |
|----------------------------|------------------------|
| All Long Distance Minutes | \$.049 |

- a. Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- b. Toll Free service is available with this product see "Toll Free Service" in a later section for rates.

4. Other charges located in Miscellaneous Charges

C. BirchNet Basic Line - Feature List

Any of the following calling features may be added to the Birch Basic Line. The following rates apply only when these calling features are added to the Birch Basic Line. To add calling features to any other service, please refer to that Section for applicable rates.

(M)

(M) Content moved to Section 4.2.16 of this tariff.

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
2300 Main St. Suite 600
Kansas City, MO 64108



4. SERVICES (continued)

4.2 General Exchange Services (continued)4.2.10 BirchNet Miscellaneous Charges (continued)

C. Maintenance Visit Charges

Maintenance Visit Charges apply when the Company dispatches personnel to a Customer's premises to perform work necessary for installing new service, effecting changes in service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities. The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service, therefore, vary by time per Customer request.

Duration of time, per technician

| | Residential | Business |
|--|-------------|----------|
| Premise Work Charge (1) | \$100.00 | \$100.00 |
| Initial Hour (time & materials) | \$165.00 | \$165.00 |
| Trouble Determination (per request) | \$110.00 | \$110.00 |
| Each Additional 15 minute increment | \$ 30.00 | \$ 30.00 |
| Initial Jack & Wiring (existing customer) | \$ 80.00 | \$ 80.00 |
| Each Additional Jack & Wiring (existing customer) | \$ 65.00 | \$ 65.00 |

(N)

(1) In the event a technician is sent to the location upon request by the customer, and no trouble is found, this charge will apply. (N)

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
2300 Main St. Suite 600
Kansas City, MO 64108



4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.11 Home Connection

A. Service Description

Home Connection includes a Residential Line with Caller ID Deluxe and Call Waiting features at no extra cost.

Calls within the standard flat rate local calling area are unlimited. Calls made outside of the local calling area will be billed at \$0.06 per minute. Calls to the US Virgin Islands, Puerto Rico, Hawaii, Alaska, and Canada do not qualify under this plan and are provided and billed pursuant to other Company tariffs or their terms of service.

A one-year term plan is required. Customers cancelling or otherwise disconnecting service prior to completion of any successive term will be assessed an early termination charge of \$30.00 multiplied by the number of months remaining in the term plan.

All taxes, surcharges and regulatory fees are billed separately, including, but not limited to, federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees and 911 fees.

Toll Free service is available with this product see "Toll Free Service" for rates.

B. Optional Calling Features

(M)

(M) Content moved to Section 4.2.16 of this tariff.

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
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Kansas City, MO 64108



4. SERVICES (continued)

4.2 General Exchange Services (continued)4.2.12 Home Essentials (1)

(N)

A. Product Description

Home Essentials includes a Residential Line and a choice of the features listed below. Additional features and services are available as described and priced elsewhere in this tariff. Various non-regulated services are also available for additional charges.

| | |
|---------------------------|--------------------------------|
| Call Waiting | Hunting |
| Caller ID Deluxe | 3 rd Party Blocking |
| Three-Way Calling | Anonymous Call Rejection |
| Repeat Dialing | Repeat Dialing Blocking |
| Call Forwarding Variable | Call Return Blocking |
| Call Forwarding No Answer | Caller ID Blocking |
| Call Forwarding Busy Line | Collect Call Blocking |
| Call Return | International Blocking |
| Speed Dialing | Call Selector |
| 900/977 Blocking | Call Trace |
| Distinctive Ring | |

Calls within the standard flat rate local calling area are unlimited. Unlimited intraLATA long distance calling is included in the monthly recurring charge. 1500 minutes of interLATA long distance calling to locations within the contiguous United States is included in the monthly recurring charge. Additional interLATA usage will be billed at \$0.06 per minute. Calls to the US Virgin Islands, Puerto Rico, Hawaii, Alaska, other US Territories and Canada do not qualify under the free usage provisions of this plan. Calling card service is available and all domestic usage is billed at \$0.19 per minute. No data usage is permitted under the Home Essentials long distance plans.

(C)

A one-year term plan is required and term plan customers cancelling or otherwise disconnecting service prior to completion of the term will be assessed an early termination charge of \$30.00 multiplied by the number of months remaining in the term plan.

All taxes surcharges, and regulatory fees are billed separately, including, but not be limited to, federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees and 911 fees.

Toll Free service is available with this product, see "Toll Free Service".

- (1) All customers sold prior to November 16, 2009 will continue to receive 2,500 free minutes of LD, but the offer will be grandfathered on this date and no longer offered on new lines and/or new customers. The new offering will be 1,500 free minutes of outbound long distance, and the product will be called Home Essentials 1500.

(N)

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
2300 Main St. Suite 600
Kansas City, MO 64108



4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.15 CLEARTEL SERVICES (1)

4.2.15.1 Residential Price Packages

A. Home Connection (2)

1. Home Connection is equipped with:

Basic Residential Line
Caller ID Deluxe
Call Waiting

2. Monthly Recurring Charges:

| | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$45.95 |

3. This product was formerly known as the following Cleartel product names:

| |
|--|
| <u>Former Cleartel Product Names</u> Residential Basic Plus |
|--|

4. Non-Recurring Charges are located in Section 4.2.10 of this tariff.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.15.4 of this tariff.
- Long Distance is available with this product and is rated at \$0.07/minute.
- Declining free features does not reduce the package rate. Additional features can be purchased at “a la carte” rates - see Section 4.2.16 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Home Connection. There is a maximum of 20 extensions per voicemail box.

(1) Effective December 23, 2009, any former Cleartel product listed in the Monthly Recurring Charges sections throughout Section 4.2.15 of this tariff will now be billed as the corresponding product being defined in that section.

(2) Effective December 23, 2009 this product is Grandfathered and no longer available.

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
2300 Main St. Suite 600
Kansas City, MO 64108



4. SERVICES (continued)

4.2 General Exchange Services (continued)4.2.15 CLEARTEL SERVICES (continued)

4.2.15.1 Residential Price Packages (continued)

B. Home Essentials (1)

1. Home Essentials is equipped with:

Basic Residential Line
Unlimited Features
Unlimited Local Intra-LATA Long Distance
2,500 Minutes of Domestic Inter-LATA Long Distance

2. Monthly Recurring Charges:

| | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$65.95 |

3. This product was formerly known as the following Cleartel product names:

| <u>Former Cleartel Product Names</u> |
|--------------------------------------|
| Residential Enhanced |
| Residential Unlimited |

4. Non-Recurring Charges are located in Section 4.2.10 of this tariff.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.15.4 of this tariff.
- Long Distance is available with this product and is rated at \$0.07/minute.
- Declining free features does not reduce the package rate. For a list of features, see Section 4.2.16 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to Home Essentials. There's a maximum 20 extensions per voicemail box.

(1) Effective December 23, 2009 this product is Grandfathered and no longer available.

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
2300 Main St. Suite 600
Kansas City, MO 64108



4. SERVICES (continued)

4.2 General Exchange Services (continued)4.2.15 CLEARTEL SERVICES (continued)

4.2.15.2 Business Price Packages

A. BirchNet Value Line (1)

1. BirchNet Value Line is equipped with:

Basic Business Line

2. Monthly Recurring Charges:

| | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$29.72 |

3. This product was formerly known as the following Cleartel product names:

| <u>Former Cleartel Product Names</u> |
|--------------------------------------|
| Basic Business Value Plan |
| Business Line |

4. Non-Recurring Charges are located in Section 4.2.10 of this tariff.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.15.4 of this tariff.
- Long Distance is available with this product and is rated at \$0.063/minute.
- Features can be purchased at “a la carte” rates – see Section 4.2.16 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Value Line. There is a maximum of 20 extensions per voicemail box.

(1) Effective December 23, 2009 this product is Grandfathered and no longer available.

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
2300 Main St. Suite 600
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4. SERVICES (continued)

4.2 General Exchange Services (continued)4.2.15 CLEARTEL SERVICES (continued)

4.2.15.2 Business Price Packages (continued)

B. BirchNet Basic (1)

1. BirchNet Basic is equipped with:

Basic Business Line
Caller ID Deluxe
Call Waiting
Unlimited Local Intra-LATA Long Distance
Free Hunting

2. Monthly Recurring Charges:

| | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$30.95 |

3. This product was formerly known as the following Cleartel product name:

| |
|---|
| <u>Former Cleartel Product Names</u> Multi-Line Business |
|---|

4. Non-Recurring Charges are located in Section 4.2.10 of this tariff.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.15.4 of this tariff.
- Long Distance is available with this product and is rated at \$0.063/minute.
- Declining free features does not reduce the package rate. Additional features can be purchased at “a la carte” rates - see Section 4.2.16 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Basic. There is a maximum of 20 extensions per voicemail box.

(1) Effective December 23, 2009 this product is Grandfathered and no longer available.

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
2300 Main St. Suite 600
Kansas City, MO 64108



4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.15 CLEARTEL SERVICES (continued)

4.2.15.2 Business Price Packages (continued)

C. BirchNet Basic Plus (1)

1. BirchNet Basic Plus is equipped with:

Basic Business Line
 Unlimited Features
 Unlimited Local Intra-LATA Long Distance
 Free Hunting

2. Monthly Recurring Charges:

| | |
|----------|---------------------|
| | <u>Current Rate</u> |
| Per Line | \$45.95 |

3. This product was formerly known as the following Cleartel product names:

| Former Cleartel Product Names | |
|-----------------------------------|-------------------------------|
| Business Enhanced | Preferred Value Plan 1 Line |
| IDS Total Choice | Single Line Business |
| IDS Total Choice One Line Package | Preferred Business Value Plan |
| IDS Value Plus | |

4. Non-Recurring Charges are located in Section 4.2.10 of this tariff.

5. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.15.4 of this tariff.
- Long Distance is available with this product and is rated at \$0.07/minute.
- Declining free features does not reduce the package rate. For a list of features, see Section 4.2.16 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Basic Plus. There is a maximum of 20 extensions per voicemail box.

(1) Effective December 23, 2009 this product is Grandfathered and no longer available.

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Christopher J. Bunce, Vice President Legal, and General Counsel
 Birch Communications of the Southeast
 2300 Main St. Suite 600
 Kansas City, MO 64108

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.15 CLEARTEL SERVICES (continued)

4.2.15.2 Business Price Packages (continued)

D. BirchNet Essentials (1)

1. BirchNet Essentials is equipped with:

Basic Business Line
Unlimited Features
Unlimited Local Intra-LATA Long Distance
1,500 Minutes of Domestic Inter-LATA Long Distance
Free Hunting

2. Monthly Recurring Charges:

| | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$65.95 |

3. This product was formerly known as the following Cleartel product name:

| |
|---|
| <u>Former Cleartel Product Name</u> Business Unlimited |
|---|

4. Non-Recurring Charges are located in Section 4.2.10 of this tariff.

5. Rules & Regulations:

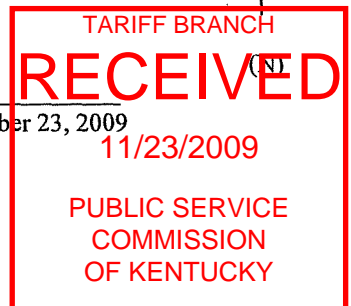
- Miscellaneous Service Charges will apply – see Section 4.2.15.4 of this tariff.
- Long Distance is available with this product and is rated at \$0.07/minute.
- Declining free features does not reduce the package rate. For a list of features, see Section 4.2.16 of this tariff.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Toll Free service is available with this product.
- Early Termination Fees are calculated using the following formula: \$100 x Months Remaining. The termination penalty will apply per location on the original contract or any subsequent renewal of the contract.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Essentials. There is a maximum of 20 extensions per voicemail box.

(1) Effective December 23, 2009 this product is Grandfathered and no longer available.

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4. SERVICES (continued)

4.2 General Exchange Services (continued)4.2.15 CLEARTEL SERVICES (continued)

4.2.15.3 Customer Owned Pay Telephone (COPT) Service

1. Description (continued)

- The Company will provide directory assistance service under the provisions of this tariff. However, the Company is not required to provide such service to COPT lines accessible to inmates of confinement facilities. The customer shall be responsible for the installation, operation and maintenance of the COPT used in connection with this service.
- (a) The customer shall be responsible for the payment of Maintenance of service Charges, as provided for in Section 4.2.10 of this tariff. The customer is responsible for visits by a Birch Communications dispatched technician to the customer's premises when a service difficulty or trouble report results from the use of customer-provided pay telephones and the maintenance/repair call is authorized by the owner or agent.
- The COPT provider is responsible for the payment of charges for all local and toll messages.
- The COPT provider must comply with all applicable federal, state and local laws and regulations.
- COPT may be connected to, from, or through a customer-provided telecommunications switching system, provided that the pay telephone service provider meets all requirements. The pay telephone service provider must ensure that access to E-911, 911, and/or 0- is not blocked and must comply with all legislative and rule requirements regarding the operation of E-911 and 911. This access configuration is not allowed if it prevents usage measurement, by Birch Communications, of the COPT access line.
- Pay telephone must be registered in compliance with Part 68 of the FCC's Registration Program or connected behind an FCC registered coupler.

2. Call Screening and Services

A. Billed Number Screening (BNS)

1. BNS is provided at the customer's option at no charge. It is a process by which the Carrier (LEC, IXC, OSP, etc.) validates customer acceptance of incoming Billed to Third Party or Collect calls by means of a data base query.
2. Customers who elect not to subscribe to Billed Number Screening, as described in paragraph A.1. preceding, will be fully responsible for all collect calls and third number billed calls which are billed to customer's exchange access line. Birch Communications shall have no responsibility to adjust any such charges and/or release customer from paying such charges. Customer will hold Birch Communications harmless from and against any liability or loss resulting from all such collect calls and third number billed calls.

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Birch Communications of the Southeast
2300 Main St. Suite 600
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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.15 CLEARTEL SERVICES (continued)

4.2.15.3 Customer Owned Pay Telephone (COPT) Service (continued)

2. Call Screening and Services (continued)

B. Selective Class of Call Screening (SCOCS)

1. SCOCS is an optional service feature which may be provided where such facilities are available. It enables a customer, by means of a Company provided line screening code to restrict outgoing operator handled calls from a designated access line to only those calls which are charged to the called number (Collect), a third number or a Calling Card account.

▪ SCOCS is only effective where (1) the Company carries the call, or (2) when the carrier (LEC, IXC, OSP) or other entities which carries the call recognizes the originating line screening which identifies the line as one that subscribes to SCOCS and only permits calls in conformity therewith.

▪ However, if the customer subscribes to SCOCS, the customer will not be responsible for message charges incurred for calls placed in violation of the call screening restrictions. If a carrier for which the Telephone Company is the billing agent carries a call from a line subscribed to SCOCS, the Telephone Company will adjust such message when the customer brings the situation to the Telephone Company's attention. Such message charges will be charged back as uncollectible to the carrier.

2. Originating line screening for a designated COPT access line can be arranged by providing one of the three following types of SCOCS.

(a) Type 1: Basic SCOCS - An outgoing call will not be permitted unless the end user makes arrangements to have the call billed to a called telephone number (Collect Call), a third telephone number, or a Calling Card account.

(b) Type 2: Collect Only-Inmate calls: Under this arrangement only an outgoing call billed to a called telephone number (Collect Call) is permitted.

(c) Type 3: Coinless Only SCOCS - An outgoing call will not be permitted unless the end user makes arrangements to have the call billed to a called telephone number (Collect Call), a third telephone number, or a Calling Card account.

3. No variation, alteration or refashion of the screening codes, billing restrictions, applicable access or other general provision of SCOCS will be permitted.

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
2300 Main St. Suite 600
Kansas City, MO 64108



4. SERVICES (continued)

4.2 General Exchange Services (continued)4.2.15 CLEARTEL SERVICES (continued)

4.2.15.3 Customer Owned Pay Telephone (COPT) Service (continued)

2. Call Screening and Services (continued)

B. Selective Class of Call Screening (SCOCS) (continued)

4. In those serving central offices where call screening is not available, the Company will not bill any call, including, but not limited to, third number billed, collect, "0" or "0+" calls to a number which has been clearly identified as a pay telephone to the Company-provided operator at the time of the call attempt. However, the Company will not be responsible for refunds of adjustment of charges for calls placed through other than Company-provided operators.
5. All local calls and calls to Telephone Company numbers such as repair service, Directory Assistance Services and to public emergency numbers, such as 911, will be permitted from the COPT access line. However, these requirements may be waived when pay telephones are accessible to inmates in confinement facilities.
6. All Customers who elect not to subscribe to Selective Class of Call Screening, as described in this Section, will be fully responsible for all calls billed to customer's exchange access line. The Company shall have no responsibility to adjust any such charges and/or release customer from paying any such charges. Customer will hold the Company harmless from and against any liability or loss resulting from all calls billed to customer's exchange access line.

C. Central Office Call Blocking

1. Local and "1+" call blocking provides central office blocking of all local calls (7 digit) and direct dialed toll calls from coinless telephones. However, a uniform access code 950-XXXX assigned to a carrier for its international communications is not blocked but is routed to that carrier. The calls blocked include, but are not limited to 111+11, 1110XXX+111, "IOXXX+011", "IOIXYXX+I" and "IOIXXXX+011" type calls. This service is offered in serving offices where facilities exist.
2. International Direct Dialed (IDD) call blocking is an optional service arrangement which provides central office blocking of direct dialed international calls ("011", "IOXXX+0 II" and 10 1 XXXX+O II") from coin operated telephones to telephone numbers outside the North American Dialing Plan. This service is offered in serving offices where facilities exist. Customers who elect not to subscribe to IDD call blocking shall be responsible for the payment of all charges associated with IDD calls and shall indemnify and hold Birch Communications harmless from any and all loss and expense occasioned by fraudulent international calls which may be placed from the COPT access line.

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
2300 Main St. Suite 600
Kansas City, MO 64108



4. SERVICES (continued)

4.2 General Exchange Services (continued)4.2.15 CLEARTEL SERVICES (continued)

4.2.15.3 Customer Owned Pay Telephone (COPT) Service (continued)

2. Call Screening and Services (continued)

- D. Answer Supervision - Line Side: provides "off-hook" supervisory signals to customer premises equipment. These signals originate from the "called" party's serving (terminating) central office to a line interface at the "calling" party's serving (originating) central office. This feature provides the signal that allows billing to begin. This feature is not compatible with the Call Waiting, Speed Calling and Three-Way Calling features when provided Selective Class of Call Screening.

3. Violation of Regulations

- A. If a COPT subscriber is in violation of a tariff provision, the Company will notify the COPT subscriber of the violation in writing. Such notice must refer to the specific tariff provisions being violated. The notice must state that the COPT subscriber is subject to disconnection by the Company for violation of the tariff unless the violation is corrected and the Company is notified, in writing, within 20 days of receipt of such notice that the violation has been corrected. The Company may disconnect service for violation of the tariff on or after the 20th day after receipt of the notice by the COPT subscriber, if the COPT subscriber did not notify the Company in writing within 20 days of receipt of the notice that the violation was corrected. However, if the COPT subscriber has filed a complaint with the commission regarding the disconnection and has provided the Company with a copy of the complaint that indicates that the complaint has been filed with the Commission's complaint office, within 20 days of receipt of the notice of violation the Company will not disconnect service pending resolution of the complaint by the Commission.
- B. Where a pay telephone is discovered to be connected to the network and is being billed under any tariff other than the COPT tariff, the Telephone Company will back-bill the difference between the COPT rate for 6 months, and the rate the customer actually paid, unless the customer can show that the pay telephone instrument was connected at a later date, in which case the back-billing shall run from the date of connection.
- C. If a customer fails to pay the amount back-billed, the Telephone Company shall suspend service on the COPT access line and on any other business service provided by the Telephone Company to the COPT customer, until such time as the back-billed amount is paid in full.

4. Monthly Recurring Charge = \$39.95

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
2300 Main St. Suite 600
Kansas City, MO 64108



4. SERVICES (continued)

4.2 General Exchange Services (continued)4.2.15 CLEARTEL SERVICES (continued)

4.2.15.4 Miscellaneous Service Charges

A. Facilities Charges

The Facilities Charge provides for delivery of high quality services, including connecting customers to the network, customer service and network monitoring, updating operational systems, and the construction of a facilities-based network. The Facilities Charge is applied to each line. A Supplementary Facilities Charge is also applied to each line where Birch Long Distance service is used.

| <u>Charge (per line)</u> | <u>Current Rate</u> |
|--------------------------|---------------------|
| Facilities Charge | \$8.08 |

| <u>Charge (per line with Birch LD)</u> | <u>Current Rate</u> |
|--|---------------------|
| Supplementary Facilities Charge | \$1.00 |

B. Carrier Access Recovery Charge

The Carrier Access Recovery Charge funds a contribution towards higher costs of interconnection with other carriers. This charge is applied to each line.

| <u>Charge (per line)</u> | <u>Current Rate</u> |
|--------------------------------|---------------------|
| Carrier Access Recovery Charge | \$4.31 |

C. Regulatory Compliance Fee

The Regulatory Compliance Fee covers costs associated with ongoing regulatory and compliance obligations, participation in regulatory proceedings, handling customer complaints with regulatory agencies, and negotiations with other regulated carriers. This charge is applied to each line.

| <u>Charge (per line)</u> | <u>Current Rate</u> |
|---------------------------|---------------------|
| Regulatory Compliance Fee | \$2.95 |

D. Excessive Usage Charge

If the Company determines that Customer's usage exceeds 2500 minutes on a Residential long distance plan or 2000 minutes on a Business long distance plan (except T-1 Plans) then the Customer shall forfeit eligibility for rates under this plan and (1) Customer will be charged an additional \$40.00 per month per line for as long as the excess usage or violation continues, (2) Customer will be moved to another Birch long distance plan unless an alternative plan is selected by the Customer, and/or (3) long distance service may be blocked without notice.

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
2300 Main St. Suite 600
Kansas City, MO 64108



4. SERVICES (continued)

4.2 General Exchange Services (continued)4.2.15 CLEARTEL SERVICES (continued)4.2.15.5 **NOW Communications Prepaid Services**

A. NOW Value Line

1. NOW Value Line is equipped with:

Basic Residential Line

2. Monthly Recurring Charges:

| | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$37.95 |

3. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.15.4 of this tariff.
- Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service.
- Features can be purchased at “a la carte” rates – see Section 4.2.16 of this tariff. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to NOW Value Line. There is a maximum of 20 extensions per voicemail box.
- Inside Wire Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.
- Once payment is made, it will not be refunded if disconnected before the end of the month paid.
- Lifeline is available to qualified prepaid customers. See Section 4.5.10.

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
2300 Main St. Suite 600
Kansas City, MO 64108



4. SERVICES (continued)

4.2 General Exchange Services (continued)4.2.15 CLEARTEL SERVICES (continued)4.2.15.5 **NOW Communications Prepaid Services**

B. NOW Basic

1. NOW Basic is equipped with:

Basic Residential Line
Caller ID Deluxe
Call Waiting

2. Monthly Recurring Charges:

| | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$42.95 |

3. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.15.4 of this tariff.
 - Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service.
 - Declining free features does not reduce the package rate.
 - Additional features can be purchased at “a la carte” rates – see Section 4.2.16 of this tariff. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
 - The availability of certain features depends on ILEC feature availability.
 - Caller ID Customers must provide and connect their own compatible CPE.
 - Product may not be available in all CLLIs.
 - An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to NOW Basic. There is a maximum of 20 extensions per voicemail box.
 - IW Maintenance can be added with this product, but only at time of install.
 - There is no pro-ration or de-ration with prepay product, features and services.
 - Once payment is made, it will not be refunded if disconnected before the end of the month paid.
 - Lifeline is available to qualified prepaid customers. See Section 4.5.10.
4. 300 Prepaid LD Minutes - Available only to prepaid residential customers with the Now Basic service, this package provides 300 total minutes of Intra-Lata, Intra-State and Inter-State long distance for an additional \$8.00 per month. The LD will not exceed 300 minutes per month, and will be reset upon payment by the customer.

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
2300 Main St. Suite 600
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4. SERVICES (continued)

4.2 General Exchange Services (continued)4.2.15 CLEARTEL SERVICES (continued)4.2.15.5 **NOW Communications Prepaid Services**C. **NOW Essentials**

1. NOW Essentials is equipped with:

Basic Residential Line
Unlimited Features
2,000 Free Minutes of Inter-LATA Long Distance

2. Monthly Recurring Charges:

| | <u>Current Rate</u> |
|----------|---------------------|
| Per Line | \$74.95 |

3. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.15.4 of this tariff.
- Customer will be given 2,000 free minutes of Long Distance with this service. The free minutes include Intra-LATA, Intra-State and Inter-State toll. Customer cannot exceed the 2,000 minutes. Long Distance will be unavailable after the allotted 2,000 minute block, until the service is renewed the following month.
- Declining free features does not reduce the package rate.
- Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to NOW Essentials. There is a maximum of 20 extensions per voicemail box.
- Inside Wire Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.
- Once payment is made, it will not be refunded if disconnected before the end of the month paid.
- Lifeline is available to qualified prepaid customers. See Section 4.5.10.

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
2300 Main St. Suite 600
Kansas City, MO 64108



4. SERVICES (continued)

4.2 General Exchange Services (continued)4.2.16 Features and Blocks

Any of the following calling features may be added, subject to ILEC availability. The following rates apply only when these calling features are added to a line that does not include the feature in the package. To add calling features to any other service, please refer to Section 4.2.10 for applicable rates.

| <u>Feature Description</u> | <u>Business</u> | <u>Residential</u> |
|------------------------------|-----------------|--------------------|
| 3 Way Calling | \$7.50 | \$7.00 |
| 3 Way Calling w/Transfer | \$6.95 | \$7.00 |
| Call Block | \$7.00 | \$7.00 |
| Call Forward Busy | \$5.00 | \$2.00 |
| Call Forward Variable | \$8.50 (I) | \$7.00 |
| Call Fwd Don't Answer w/RC | \$5.00 | \$1.50 |
| Call Return | \$8.00 | \$7.00 |
| Call Tracing | \$6.50 | \$5.00 |
| Call Waiting | \$7.50 | \$7.50 |
| Call Waiting w/CID Opt | \$2.50 | \$1.25 |
| Caller ID | \$11.00 | \$8.99 |
| Caller ID Block | \$5.00 | \$5.00 |
| Caller ID Deluxe | \$14.00 | \$9.00 |
| Distinctive Ring | \$8.00 | \$6.00 |
| Enhanced Caller ID | \$17.00 | \$7.00 |
| Hunting | \$5.25 (I) | N/A |
| Preferred Call Forwarding | \$6.00 | \$5.00 |
| Remote Access to Call Fwd | \$7.45 | \$7.00 |
| Repeat Dialing | \$7.00 | \$5.00 |
| Restrict International | \$5.00 | \$1.50 |
| Restrict Toll | \$5.95 | \$6.00 |
| Simultaneous Call Forwarding | \$5.00 | \$4.25 |
| Speed Call 30 | \$7.00 | \$5.00 |
| Speed Call 8 | \$6.50 | \$4.50 |

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 Birch Communications of the Southeast
 2300 Main St. Suite 600
 Kansas City, MO 64108



4. SERVICES (continued)

(N)

4.3 Toll Services (continued)

4.3.2 Toll Service

Provides facilities to complete interLATA, intrastate or intraLATA, interexchange calls between two points. Customer makes call by dialing directly or with operator assistance. Direct Dialing includes 1 + Area Code (where necessary) + telephone number, or, in some cases for IntraLATA, users must access the Company's network by dialing 1010678 then 1 + Area Code + Number. For operator assistance a customer dials O only, O + telephone number or O + NPA + telephone number for IntraLATA calls.

No monthly recurring charges or minimum monthly billing requirements for outbound long distance calls will apply for those customers using Birch for both local and long distance service. A minimum monthly billing requirement of \$4.95/account per month will apply for customers using Birch for long distance service only.

Monthly Recurring Charge for Long Distance Only Customers: \$1.95

| | <u>Per Minute</u> | <u>Minimum Increment</u> | <u>Billing Increment</u> |
|-----------------------|--------------------|--------------------------|--------------------------|
| With Local Service | <Based on Product> | 30 seconds | 6 seconds |
| Without Local Service | \$0.099 | 30 seconds | 6 seconds |

4.2.3 Birch Long Distance

| <u>Products</u> | <u>Rates Per Minute</u> | | |
|---------------------|----------------------------------|--------------------|--------------------|
| | <u>Current Rates Per Product</u> | | |
| | <u>Intra-Lata</u> | <u>Intra-State</u> | <u>Inter-State</u> |
| BirchNet Value Line | \$0.069 | \$0.069 | \$0.069 |
| BirchNet Basic Line | Unlimited | \$0.049 | \$0.049 |
| BirchNet Essentials | Unlimited | \$0.049 | \$0.049 |
| Home Connection | \$0.060 | \$0.060 | \$0.060 |
| Home Essentials | Unlimited | \$0.060 | \$0.060 |

Long Distance Rates apply to all domestic 1+ direct dialed minutes of use. While there are plans that offer free long distance, the customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

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 Birch Communications of the Southeast
 2300 Main St. Suite 600
 Kansas City, MO 64108



4. SERVICES (continued)

(N)

4.3 Toll Services (continued)

4.3.4 Toll Free Service

Toll Free Service provides for facilities for the Customer(s) to receive interLATA and intraLATA calls. The Customer will be assigned unique Toll Free number(s) that, when dialed, will be routed via the Company's network and terminate at Customer's designated local access line(s).

Monthly Recurring Charge per Number: \$5.00

8XX usage will be billed separately.

| | <u>Per Minute</u> | <u>Minimum Increment</u> | <u>Billing Increment</u> |
|-----------------------|-------------------|--------------------------|--------------------------|
| With Local Service | \$0.069 | 30 seconds | 6 seconds |
| Without Local Service | \$0.089 | 30 seconds | 6 seconds |

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Birch Communications of the Southeast
2300 Main St. Suite 600
Kansas City, MO 64108



4. SERVICES (continued)

4.5 Miscellaneous Services (continued)

4.5.8 Facilities Charge

The Facilities Charge provides for delivery of high quality services, including connecting customers to the network, customer service and network monitoring, updating operational systems, and the construction of a facilities-based network. The Facilities Charge is applied to each line. A Supplementary Facilities Charge is also applied to each line where Birch Long Distance service is used.

| <u>Charge</u> | <u>MRC Birch Telecom</u> |
|---------------------------------|---|
| Facilities Charge | \$6.38 on each Business line \$6.38 on each Residential line |
| Supplementary Facilities Charge | \$1.00 on each line |

4.5.9 Paper Invoice Fee

All customers that do not receive E-bill (Electronic Invoicing) will receive a paper invoice charge of \$1.95 per invoice. This charge represents the costs for printing, postage, mail handling and management of paper invoices. You may avoid this charge by registering for E-bill online or by contacting customer service.

4.5.10 Lifeline Services

A. Description:

"Lifeline" is a federal program that provides for a discount of the recurring monthly rate for the provision of basic local residential exchange service for certain low income customers.

B. Regulations:

Applicants are eligible if they receive assistance from at least one of the following programs:

- Temporary Assistance to Needy Families (TANF)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance / Section 8
- Low Income Home Energy Assistance Program (LIHEAP)
- National School Lunch's Free Lunch Program (NSL)
- Food Stamps
- Medicaid

The discount is available only to qualifying NOW Communications Prepaid customers and their principle residence line. A qualifying customer shall receive a reduction to their monthly listed residential local exchange access line rate and federal subscriber line charge.

C. Credit Amount = \$13.50

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Christopher J. Bunce, Vice President Legal, and General Counsel
Birch Communications of the Southeast
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Kansas City, MO 64108

